

Abstract of the Disclosure

In an enterprise that has built a business flow by using a plurality of service providers, a manager is allowed to monitor and evaluate services provided by such service providers from a business viewpoint, thus reducing burdens incurred at the time of improving a business flow according to an evaluation index.

A monitoring/evaluation information designator designates a message to be monitored and a history to be monitored, and a business service information collector on each service provider sends information to be monitored to a business service level analyzer according to each transaction. Next, the business service level analyzer evaluates a business service based on information collected. The manager identifies a problematic business service or a problematic business flow based on the evaluation index, and requests a business process management to retrieve an alternative business service or business flow. Then, an instruction to change the entire business flow is transmitted to each service provider via the business process management based on the retrieval result.